

<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. <b>6065/79184</b>	
Applicant(s): <b>Nayel Saleh</b>					
Application No. <b>09/637,969</b>	Filing Date <b>August 11, 2000</b>	Examiner <b>Nabil M. El Hady</b>	Customer No. <b>24628</b>	Group Art Unit <b>2154</b>	Confirmation No. <b>7992</b>

Invention: **METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER**

**COMMISSIONER FOR PATENTS:**

Transmitted herewith is an amendment in the above-identified application.  
The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	37 -	37 =	0 x	\$18.00	\$0.00	
INDEP. CLAIMS	3 -	3 =	0 x	\$88.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>	

☒ No additional fee is required for amendment.

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☐ A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.


☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account **03-2470**

☒ Any additional filing fees required under 37 C.F.R. 1.16.

☐ Any patent application processing fees under 37 CFR 1.17.

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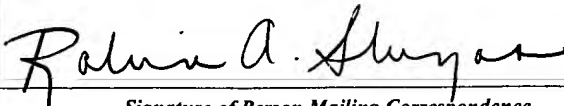
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Dated: **November 16, 2004**

**Christopher K. Marlow**  
**WELSH & KATZ, LTD.**  
**120 S. Riverside Plaza, 22nd Floor**  
**Chicago, IL 60606**  
**PH: 312-655-1500**  
**FAX: 312-655-1501**

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79184

11-17-04

PATENT

2154  
JFW

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nayel Saleh  
Serial No.: 09/637,969  
Art Unit: 2154  
Filed: August 11, 2000  
For: METHOD AND APPARATUS  
FOR ALLOCATING RESOURCES  
OF A CONTACT CENTER  
Examiner: El Hady, N.  
Atty. Docket No.: 6065/79184

## AMENDMENT C

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

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Sir:

Reconsideration and further prosecution of the above identified application are respectfully requested in view of the amendments and discussion that follows. Claims 1 - 37 are pending in this application. Please amend the above identified application as follows: